

MONROE COUNTY, FLORIDA

JOB DESCRIPTION

Position Title: Technician
Position Grade: 7

FLSA Status:

Date: September 3, 2003
Job Code: 7-33

GENERAL DESCRIPTION

(The information of the description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.) Primary function is to support the daily operations of the Information Systems Department including receiving, configuring, installing and trouble shooting of personal computer systems throughout Monroe County Departments.

KEY RESPONSIBILITIES

1. * Performs hardware/software upgrades/repairs as required within Monroe County standards..
 2. * Participate in primary/secondary Primary Area of Responsibility (PAR) as set forth in County's five-year plan..
 3. * Properly use the departmental Work Order System. This includes all labor, parts and status updates.
 4. * Compliance with Tech on Call (TOC) requirements.
 5. Assist in analyzing, troubleshooting and configuring complicates PC issues.
 6. Channel 16 and PBX backup on an as-needed basis.
 7. *Provide technical support to all County Department users of PC, hardware/software, printers, and telecommunication needs.
 8. Such other duties as are required to accomplish the mission of Technical Services.
- *Indicates an essential job function**

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KEY JOB REQUIREMENTS

Education: High School Diploma or GED required. Vocational or other technical school, certification, training or Apprenticeship required beyond high school.

Experience: 1 to 2 years, minimum amount of prior related work experience.

Impact of Actions: Makes recommendations or decisions which usually affect the assigned department, but may at times affect operations, services, individuals, or activities of others outside of the assigned department.

Complexity: Varied: Work is complex and varied and requires the selection and application of technical and detailed Guidelines. Problems are not easy to identify, but are similar to those seen before. Moderate analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can often be found by using methods chosen before in other situations.

Decision Making: Varied: Supervision is present to establish general objectives relative to specific project, to outline the Desired end product and to identify potential resources for assistance. Independent judgment is required to identify, select and Apply the most appropriate of available guidelines and procedures, interpret precedents, and adopt stand methods or practices To meet variations in facts and/or conditions.

Communication with Others: Requires regular internal and external contacts to carry out programs and to explain specialized matter. Occasionally requires contacts with officials at higher levels on matters requiring cooperation, explanation and persuasion or with the public involving the enforcement of regulations, policies and procedures.

Managerial Skills: Involves no responsibility or authority for the direction of others.

Working Conditions/ Physical Effort: Normal office situation/ Works alone or closely with others/ Intermittently sitting, standing, stooping/ Light lifting or carrying 25 lbs or less.

Other: Knowledge of computers. Ability to be on-call for after-hours paging system

APPROVALS

Division Director:

Name: Sheila A. Barker Signature: _____ Date: _____

County Administrator:

Name: James L. Roberts Signature: _____ Date: _____

On this date, I have received a copy of my job description relating to my employment with Monroe County:

Name: _____ Signature: _____ Date: _____